

## **Comcast Cable Franchise December 16 Open House Summary of Comments**

Meeting attended by the following:

- Mayor Pro Tem Hank Dalton
- Public Relations Manager Meredyth Muth
- City's Legal Counsel Nancy Rodgers
- Comcast Representative Andy Davis
- Ten Hine
- Alan Sobel
- J. Marvin Commander
- Reg Williams
- Gary Pawlas
- Nancy McDonald
- Joanne Rebro

*Ted Hine*

What can be done about Comcast's monopoly?

The City needs to be in the broadband business and offer it as a utility.

It is impossible to get a customer service representative on the phone with Comcast, had a 25-minute phone wait this year.

Boulder store difficult to get through.

Billing is always a mess.

Dealing with Comcast is an ongoing nightmare.

*Alan Sobel*

Will the public be allowed to be in the negotiations?

Why did negotiations start after Comcast closed their Louisville store?

*J. Marvin Commander*

The new Boulder store is almost impossible to get into and the handicap parking is totally inadequate.

*Reg Williams*

Comcast is more interested in selling its products than good service.

My bill changes every month and they don't tell me why. I end up with no idea of what I am paying for.

The tone on the phone with customer service is "nice nasty." They are nice in tone, but somewhat nasty in their responses.

*J. Marvin Commander*

The new services don't help seniors. I don't want new apps or computer service, I want better cable service.

*Alan Sobel*

Is the City going to revisit the effective competition ruling?

*Nancy McDonald*

I don't have a computer and don't want one. I am not a Comcast customer because they did away with the basic rate. Changed the rate from \$18/month to \$35/month so I cancelled the service. I would like a cheaper option. I want the basic service for a reasonable rate.

Was forced to rent a digital box I don't need.

*J. Marvin Commander*

I would like an office back in Louisville. Elderly people shouldn't have to go to Boulder for service.

*Ted Hines*

Agree, want a store back in Louisville. If they will charge us for the cost of a store in town, find out how much it would be so we can make an informed decision.

*Reg Williams*

Prefer the store in Louisville. The old store staff was much nicer than the Boulder staff.

*Gary Pawles*

Since Comcast changes my service I can't record to DVD anymore.

The Comcast website hides the basic costs and information. Why are costs so much lower for new customers than for existing customers.

*Ted Hines*

I was understandable billing that is clear and concise.

Would like to see stronger teeth in the Customer Service Standards that the City can enforce.

Would like a store in Louisville.

Would like the ability to get someone on the phone easily.

*Alan Sobel*

The City should garnish the Comcast letter of credit at will.

*Gary Pawles*

The new customer service standards should have strong measures and consequences if they service levels are not met.

*Reg Williams*

The consequences need to be severe enough that Comcast will improve service.

Want to be reasonable, but want better service.

*Gary Pawles*

The new store in Boulder is less convenient and further away, but their charges are still the same.

*Ted Hines*

It might be worth it to pay the incremental cost of a store in Louisville if the service was better.